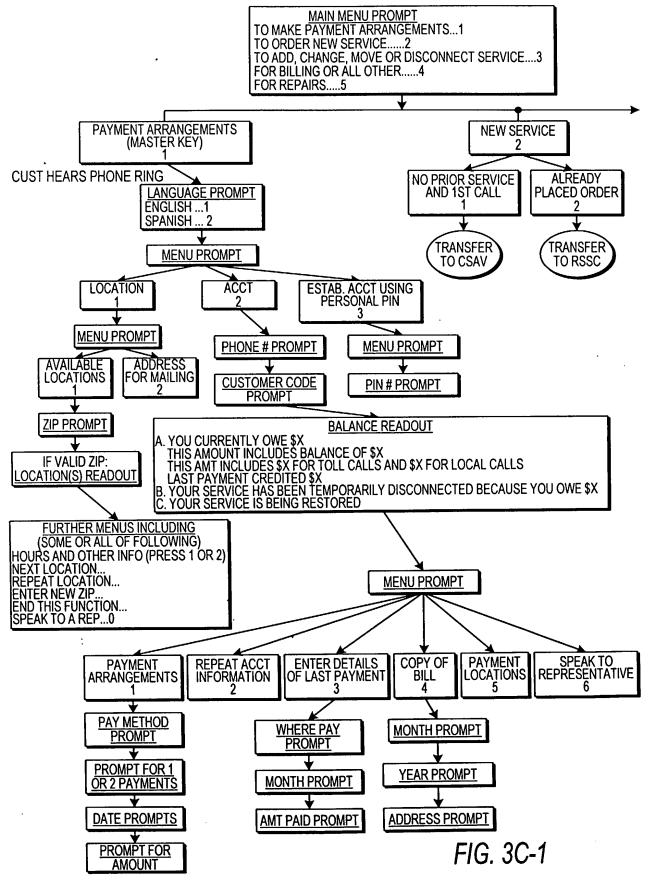


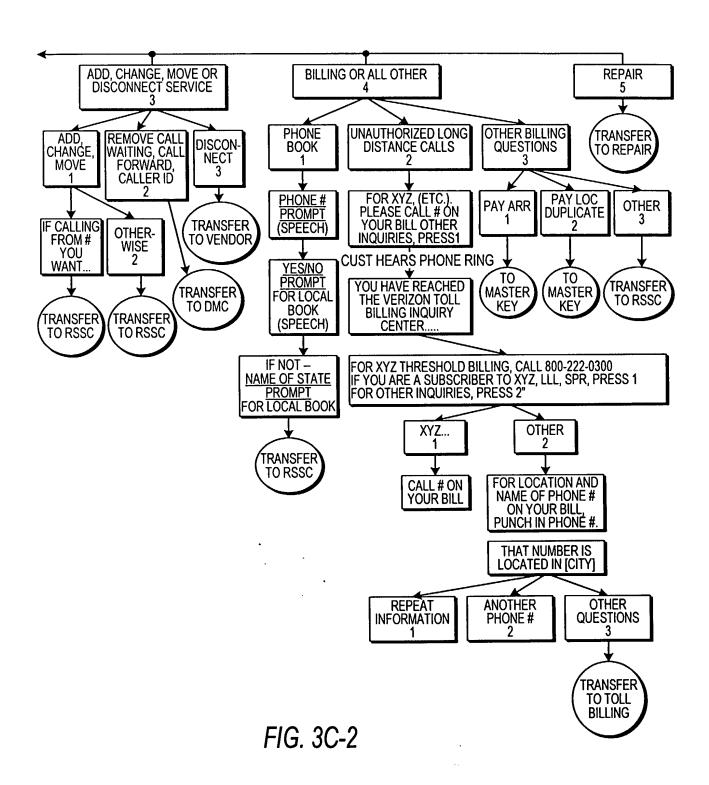
7/43

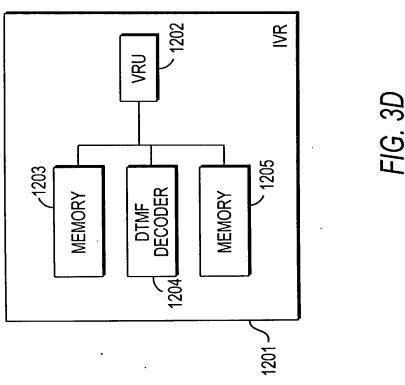
FIG. 3C-1 FIG. 3C-2

FIG. 3B









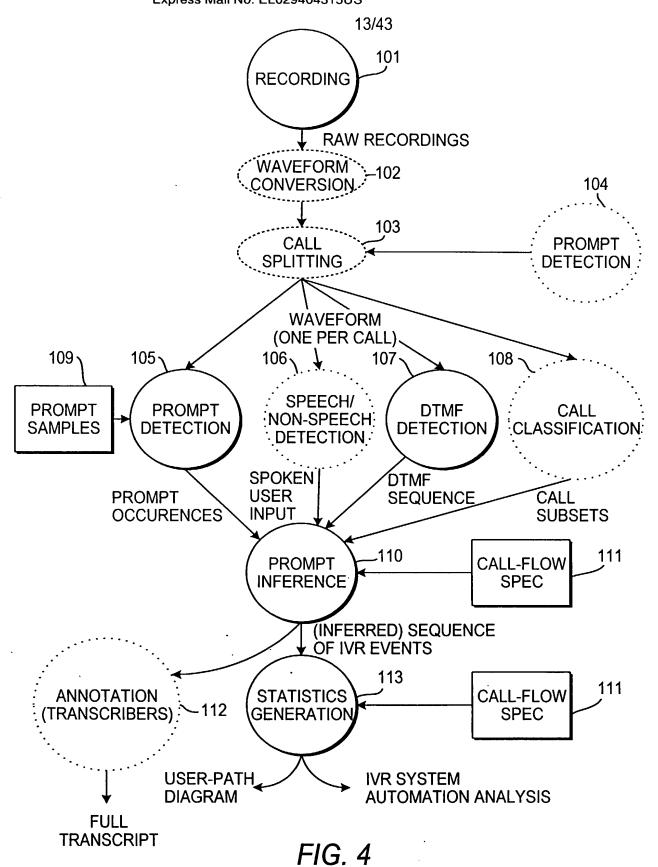
11/43

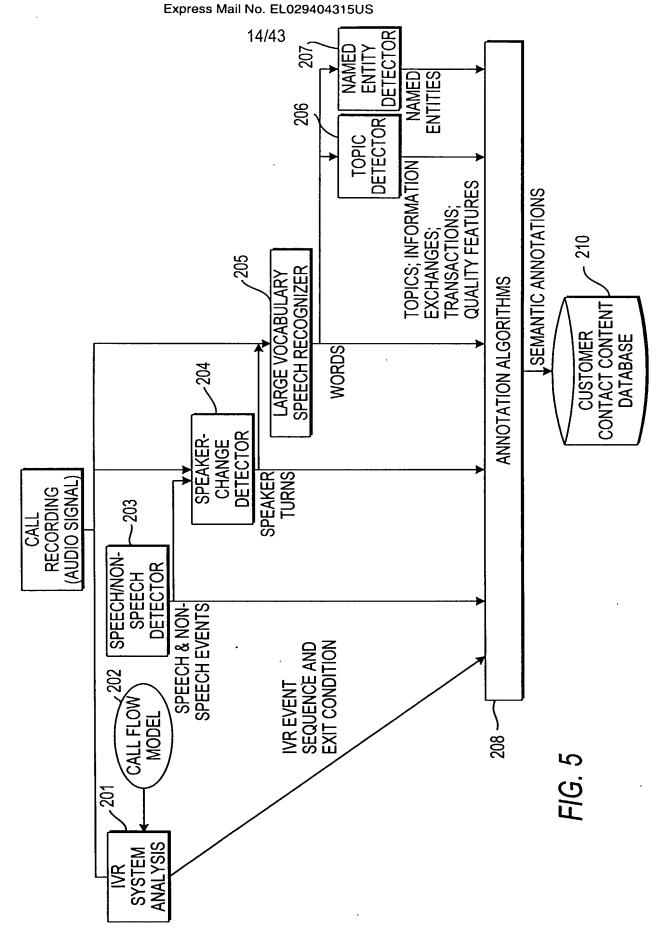
STATE	TIME	OUTCOME
CALL ARRIVAL	##:##:##	DATE; CALLER IDENTIFICATION
INITIAL MENU	##:##:##	TOUCH TONE SELECTION, E.G., 3
TELEPHONE NUMBER PROMPT	##:##:##	TOUCH TONE NUMBERS PRESSED, E.G., 617-555-1212
VALIDATE TELEPHONE NUMBER	##:##:##	INVALID NUMBER
TELEPHONE NUMBER RE-PROMPT	##:##:##	TOUCH TONE NUMBERS PRESSED
VALIDATE TELEPHONE NUMBER	##:##:##	VALID NUMBER
MENU 1	##:##:##	TOUCH TONE SELECTION
QUERY A	##:##:##	TOUCH TONE NUMBERS PRESSED
QUERY B	##:##:##	TOUCH TONE NUMBERS PRESSED
MENU 2	##:##:##	TOUCH TONE SELECTION
TRANSFER TO AGENT	##:##:##	TRANSFER QUEUE (CALLER ON HOLD)
IVR END	##:##:##	TRANSFER COMPLETED

FIG. 3E

UNIQUE ID	TIME	STATE	OUTCOME
212-123-4567	##'##	CALL ARRIVAL	DATE
212-123-4567	##'##	INITIAL MENU	TOUCH TONE SELECTION
212-123-4567	##'##'##	ACCOUNT NO. PROMPT	TOUCH TONE NUMBERS PRESSED
212-123-4567	##'##	VALIDATE NUMBER	INVALID
212-123-4567	*##*##	ACCOUNT NO. RE-PROMPT	ACCOUNT NO. RE-PROMPT CALL TERMINATED BY CALLER
201-321-4567	##'##	CALL ARRIVAL	DATE
201-321-4567	##'##	INILIAL MENU	TOUCH TONE SELECTION
201-321-4567	##'##	ACCOUNT NO. PROMPT	TOUCH TONE NUMBERS PRESSED
201-321-4567	##'##	VALIDATE NUMBER	VALID
201-321-4567	##'##	MENU 1	TOUCH TONE SELECTION
201-321-4567	##'##	TRANSFER TO AGENT	TRANSFER COMPLETED
617-987-6543	##'##	CALL ARRIVAL	DATE
617-987-6543			
617-987-6543	##'##	ACCOUNT BALANCE	INFORMATION DELIVERED
617-987-6543	##'##	MENU 3	TOUCH TONE ELECTION
617-987-6543	## ; ##	TRANSFER TO AGENT	TRANSFER QUEUE (CALLER ON HOLD)
617-987-6543	##,##	IVR END	CALL TERMINATED BY CALLER

FIG. 3F





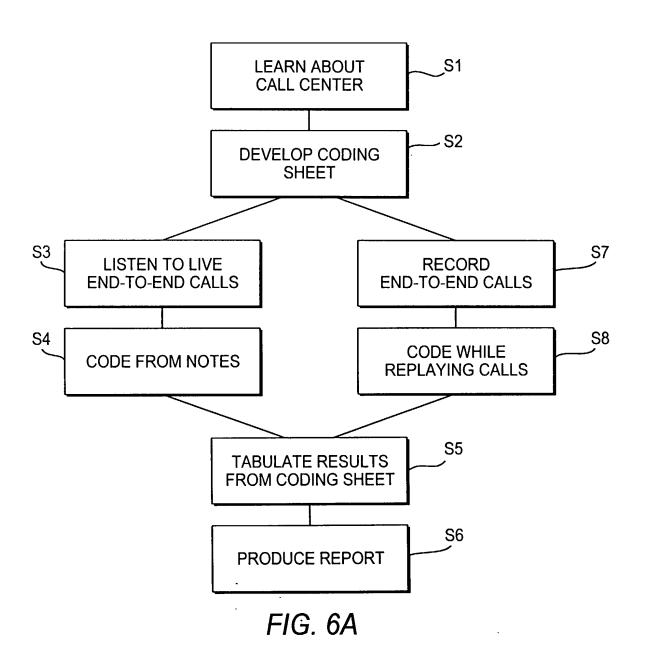


FIG. 6B

FIG. 6B-1
FIG. 6B-2
FIG. 6B-3
FIG. 6B-4

	10 138	53	120	M-10	M-33	M-71	M-130	M-178	M-215
NSCRIBER		ΥĴŢ	120	MJW	MJW	MJW		MUM	MJW
	12/14/1996 12/17/1996	7 20119/1996	27-DEC	734664670	0484234567	7201024567 5161024567	5464924567	20010245E7 71810245E	7181924567
PHONE #:	00+071717	_	100 to 71 to 100	313124301 M	3101504001	1004021201 F	1004071010	M	W W
(END OF INTERACTION)	1:58 PM 12:03 PM	2:40 PM	2:21 PM	12:41 PM	14:50:41	14:30:57	9:46:48	10:21	12:01:11
		12	10		0			6	3
DURATION OF ENTIRE CALL (WHOLE MIN)	9	12	11	2	3	3	12	89	5
WAS THIS A FULLY AUTOMATED CALL?	0 0	0	0	0	0	0	0	0	0
DID CALL INVOLVE AN AGENT?	0		_					.	
DEBUG	0 0	0	Į.		0	0	0	0	
IVR SUMMARY: (MENU CHOICES)	31	31	4 0 IINVALIDI		ADD/CHANGE	KEPAIK	. ()	NEW	BILLING, OTHER
(USE WORUS: "PHONE #" "KING" "FAST BUSY" "HAND TIP" "BOTABY"	S PHONE NO		200	4 3 3	3 1 973-622-3626	3.76	INTO NOMBER	<u>ي</u> ا_	4 3 3
IN EALL?		ļs	, -	,	0		,	0	0
WAS CALL INCOMPLETE (0 FUNCTIONS?)	0		.0	0	_	0	0	0	0
(I)F 1. INDICATE WHICH ONE APPLIES)									
ABANDON AT START OF IVR (RINGING OR INTRO)									
ABANDON AT PHONE # PROMPT									
ABANDON AT CUSTOMER ID PROMPT									
ABANDON AT OTHER PROMPT	_								
IR AGENT									
ABANDON AT "ALL OUR AGENTS ARE CURRENTLY"					1				
ABANDON AT FAST BUSY OR SYSTEM BUG									
UNUSUALLY HEAVY CALL VOLUMES									
WHERE IN IVR DID THEY ABANDON									
1 MASTERKEY									
2 NEW SERVICE									
3 ADD/CHANGE					1				
4 BILLING/OTHER			i						
(IF CALLER GOT TO AN AGENT, HOW?)									
BY ROTARY PHONE (0 TONES PRESSED)?									
BY AUTO TRANSFER BASED ON PHONE NUMBER?									
THROUGH INTRODUCTION BY PREVIOUS AGENT?									
IN IVR THROUGH INVALID/TIMEOUT?									
IN IVR, THROUGH A VALID NONZERO TRANSFER?	1 0	1	1		0	0	0	-	_
BY PRESSING "0"									
OTHER (DIDN'T CATCH IT)									
INDICATE MENU CHOICES MADE IN IVR									
1. PAY ARRANGEMENTS (MASTER KEY)									
2-1 ORDER NEW SERVICE (WELCOME CENTER)									

									·ρ.		,,,,	· · ·		10.				8/4	3
																			SON CHECKING ON CALLS THAT HE DOESN'T RECOGNIZE SISTER DIALING ON UNINBER TO PAY FOR THE CALLS. THE CALLS.
																			NEW SVC ORDER ASSIGNED A NEW# AND T> O
																			LEASING A PHONE COSTS MONEY WORRIED THAT SHE THREWA PHONE OUT AND SOMEONE IS USING IT SHE'S STILL GETTING A BILL FOR IT PHONE LEASED THROUGH XYZ AND SO IS TRANSFERRED TO XYZ LEASING. WIN HAVING REALISED THAT PHONE IS NOT CONNECTED TO NUMBER AND SHE'S NOT GETTING BILLED FOR OTHER CALLS.
																			CALLER THOUGHT IT WAS A VOICE-RECO SYSTEM AND WHEN PROMPTED FOR PHONE NUMBER, SPOKE IT AND DIDN'T PUT IT IN NEEDS JACK IN HER ROOM JACK IN HER
							1												RECEIVED VZ TELEMARKETING CALL NOT A VZ CUST. AND JUST WANTS TO BE WANTS TO BE LIST BLOCK LIST BLOCK TELEMARKETING OF
							ļ												CUSTOMER UNHAPPY WITH XYZ WITH XYZ WITH X TO SWITCH TO SELECTIVE CALLING.
7																			ANGRY LAND- LORD CALLING FOR TENANTS. WARM TRANSFER IN AT START. MOVING TO APT 4- WAS UNABLE TO GET THROUGH ON A MONDAY AFTER 45 MINUTES.
																			WANTS TO ADD LONG DISTANCE TO MOTHER'S MOTHER'S A0-DAY-TRIAL FEATURES O 0
12-2 NEW SERVICE - FOLLOW-UP	3-2 ADD/REMOVE	3-3 DISCONNECT	4-1 BILLING/PHONE DIRECTORY	4-2 BILLING/UNAUTHORIZED CALLS	4-3-1 BILLING/OTHER/PAY/MASTER K	(4-3-2 BILLING/OTHER/MASTER KEY	4-3-3 BILLING/OTHER/OTHER	5 REPAIR (REPAIR CENTER)	1-2 (SPANISH)	(INDICATE FUNCTIONS COMPLETED IN IVR)	PAYMENT CENTER LOCATION	PAYMENT CENTER HOURS	PAYMENT MAILING ADDRESS	ACCOUNT INFORMATION	ESTABLISH ACCE USING PIN	PAYMENT ARRANGEMENTS	ENTER DETAILS OF LAST PAYMENT	COPY OF BILL	(PROBLEM + SOLUTION) (PROBLEM + SOLUTION) (COULD THIS HAVE BEEN DONE IN MK/TB I. AGENT PERFORM AUTOMATED FUNCTIONS?) (INDICATE WHICH ONES) PAYMENT CENTER LOCATION PAYMENT CENTER HOURS ACCOUNT INFORMATION ESTABLISH ACCT USING PIN ESTABLISH ACCT USING PIN PAYMENT ARRANGEMENTS ENTER DETAILS OF LAST PAYMENT COPY OF BILL

Express Mail No. EL029404315US 19/43 IINDICATE WHICH ONES!
REQUEST CALLING CARD
GET VOICE MAIL ACCESS #
GET YOUCE MAIL ACCESS #
GET ALZ DIGIT NUMBER ON BILL
GET ADDRESS FOR WRITING TO REFUTE BILL
OTHER: (POTENTIALLY AUTOMATABLE)
III. DID AGENT DO NON-AUTOMATED FUNCTIONS?
IINDICATE WHICH ONES!
PAYMENT ARRANGEMENTS
NEW SERVICE: EXPLAINS 2 PARTS NEEDED
NEW SERVICE: EXPLAINS 2 PARTS NEEDED
NEW SERVICE FOLLOW UP (NOT DISCONNECT)
CHECK ON STATUS OF PENDING ORDER
SALES (REMOVE FEATURE: AGENT AKS WHY)
DISCONNECT (AND FORWARD CALLS)
EXPLAIN BILL
EXPLAIN BILL DESTINATION REMOVE UNAUTHORIZED CALL FROM BILL
REMOVE OTHER CHARGES FROM BILL
CONFIRM TODAY'S REPAIR SCHEDULE
SCHEDULE A VISIT WITH REPAIRMAN
TELL HOW/WHEN TO USE FEATURES THEY ON OTHER
WAS THIS CALL CODED ABOVE?
WAS THIS CALL CODED ABOVE?
DID AGENT SEE CALL AS MISDIRECTED?
DID AGENT TRANSFER THE CALL?
IV. IF TRANSFERRED, TO WHAT DESTINATIV
800-281-8584 MASTER KEY
800-287-9933 COLLECTION CENTER
800-287-9933 COLLECTION CENTER 888-243-9733 TOLL BILLING 800-246-2800 UNLAWFUL CALL SOL C 800-585-6127 INSTALLATION HOTLINE DSL "BUSINESS OFFICE" TELL HOW TO USE FEATURES WELCOME CENTER BUSINESS ACCOUNTS NEW SERVICE FOLLOWUP DISCONNECT

20/43

				\top	1		0	0	0	0	0	0	0	0	0	/43 		—		0	0	0	0	0	0	0	0	0	_	0	0	0	0	9	٦	_
		28	_	-	4 UI			0	0	0	0	0	0	0	0	0		1			0		0	0		0	0		JC) (JC	Û	0			—
					2ND AGENT ASSIGNS RATI PI AN FTC																															
			0	6	XYZ EXPLAINED THAT LEASING IS ENDED AND THE PHONE ISN'T CONNECTED TO HER RILLING NI IMBER			0 0							0													0 [0		
									0)	0)	0	0		0		ļ			0	0	0	0	0	0	0	0	0	,	0	0	0	0		,
							0	0	0	0	0	0	0	0	0	0		0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			1	+		 _	6	0	0	0	0	0	0	1	0	0		1	H	0	0	0	0	0	[0	0	0	0	1	0	0	0	0	0	-	=
	-		+	-	7	_	0	0	0	1	0	0	0	0	0	0		1	L	0	0	0	0	0	[0	0	0	0	1	0	0	0	0	0	—	-
																													,							
								0	0	1	0	0		0	0	0		,		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0		1
			1				6	0	0	1	0	0	0	0	0	0		1		0	0	0	-	0	0	0	0	0	0	0	0	0	0	0	-	=
		$\left \cdot \right $	\dashv	+		-	0	0	0	0	0	0	0	0	0	0		0	L	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
			4	_			ļ								_													1								
DIFFERENT CARRIER SUPERVISOR	TRANSFER TO SPANISH AGENT WAS TRANSFER WARM (AGENT STAYED)?	DURATION WITH SECOND AGENT?	FURTHER TRANSFERS?	IIF YES]	EXPLAIN:	TOPIC SUMMARY	PAYMENT ARRANGEMENT	NEW SERVICE	ORDER FOLLOW-UP	SALES - ADD	SALES-REMOVE	DISCONNECT	BALANCE/COPY	OTHER	REPAIR	SPANISH	REROUTE		ROUTING SUMMARY	1 OR 4-3-1 PAY ARRANGEMENTS (MASTER KEY)	2-1 ORDER NEW SERVICE (WELCOME CENTER)	2-2 NEW SERVICE - FOLLOW-UP	3-1 ADD/ADD	3-2 ADD/REMOVE	3-3 DISCONNECT	DIRECTORY	4-2 BILLING/UNAUTHORIZED CALLS	4-3-2 BALANCE/COPY/LOCATIONS/LAST PAYMENT	4-3-3-0THER	5 REPAIR (REPAIR CENTER)		ly (Initial t	INVALID, TIMEOUT, OR "0" ONCE IN IVR	OTHER (UNKNOWN)		

FIG. 68-7

FIG. 6C

FIG. 6C-1
FIG. 6C-2
FIG. 6C-3
FIG. 6C-4

	Δ	C	DΙ	F
	A A	ALL CALLS STATISTICS	-	
1	CALL NUMBER	ALL CALLS STATISTICS		
2	TRANSCRIBER			
	DATE:		-	
	PHONE #:			
	SEX OF CALLER:			
	CLOCK TIME (END OF INTERACTION)	5 400040500		
7	DURATION OF INTERACTION (WHOLE MIN)	5.123042506	0%	
8	DURATION OF ENTIRE CALL (WHOLE MIN)	7.548098434	0%	
9	WAS THIS A FULLY AUTOMATED CALL?	14	3%	
10	DID CALL INVOLVE AN AGENT?	339	447	
11				
12	IVR SUMMARY: (MENU CHOICES)	0	0%	
13	(USE WORDS: "PHONE #" "RING" "FAST BUSY"	0	0%	
14	"HANG UP" "ROTARY"	0	0%	
15			- 1	
16	DID CALLER TRY 0 AND FAIL?	30	7%	
	WAS CALL INCOMPLETE (O FUNCTIONS?)	94	21%	
18		0	0%	
	ABANDON AT START OF IVR (RINGING OR INTRO)	0	0%	
	ABANDON AT PHONE # PROMPT	4	1%	
21	ABANDON AT CUSTOMER ID PROMPT	2	0%	
	ABANDON AT PROMPT	22	5%	
	ABANDON WHILE RINGING FOR AGENT	2	0%	
	ABANDON AT "ALL OUR AGENTS ARE CURRENTLY"	4	1%	
	ABANDON AT FAST BUSY OR SYSTEM BUG	14	3%	
	UNUSUALLY HEAVY CALL VOLUMES	17	4%	
	OTHER:	29	6%	
	WHERE IN IVR DID THEY ABANDON			
	1 MASTERKEY	20	4%	
	2 NEW SERVICE	3	1%	
		13	3%	
	3 ADD/CHANGE	12	3%	
	4 BILLING/OTHER	2		
	5 REPAIR	18		
	OTHER	10	770	-
35		0	0%	
	[IF CALLER GOT TO AN AGENT, HOW?]	62		
37	BY ROTARY PHONE (0 TONES PRESSED)?			
38	BY AUTO TRANSFER BASED ON PHONE NUMBER?	0		
39	THROUGH INTRODUCTION BY PREVIOUS AGENT?	0		
40	IN IVR THROUGH IVALID/TIMEOUT?	28		
41	IN IVR, THROUGH A VALID NONZERO TRANSFER?	228		
42	BY PRESSING "0"	19		
43	OTHER (DIDN'T CATCH IT)	2		
44	INDICATE MENU CHOICES MADE IN IVR	0		
45	1. PAY ARRANGMENTS (MASTER KEY)	12		
46	2-1 ORDER NEW SERVICE (WELCOME CENTER)	28		
4	2-2 NEW SERVICE - FOLLOW -UP	37		
4	3-1 ADD/ADD	64		
1	9 3-2 ADD/REMOVE	12	3%	<u></u>
17,	I C E / NO / NE MICH COMPANY			

20/40			
Α	C	D	E
50 3-3 DISCONNECT	11	2%	
51 4-1 BILLING/PHONE DIRECTORY	1	0%	
52 4-2 BILLING/ UNAUTHOURIZED CALLS	11	2%	
53 4-3-1 BILLING/OTHER/PAY/MASTER K	3	1%	
54 4-3-2 BILLING/OTHER/MASTER KEY	11	2%	
55 4-3-3 BILLING/OTHER/OTHER	71	16%	
56 5 REPAIR (REPAIR CENTER)	14	3%	
57 1-2 (SPANISH)	1 1	0%	
58 [INDICATE FUNCTIONS COMPLETED IN IVR]	Ö	0%	
59 PAYMENT CENTER LOCATION	3	1%	
60 PAYMENT CENTER LOCATION		0%	
		0%	
61 PAYMENT MAILING ADDRESS	2		
62 ACCOUNT INFORMATION	14	3%	
63 ESTABLISH ACCT USING PIN	0	0%	
64 PAYMENT ARRANGEMENTS	1	0%	
65 ENTER DETAILS OF LAST PAYMENT	0	0%	
66 COPY OF BILL	0	0%	
67 ORDER PHONE DIRECTORY	0	0%	
68 IDENTIFY UNAUTH CALL	4	1%	
69 GET 800 # TO IDENTIFY UNAUTH CALLS-ETC.	3	1%	
70			
AGENT CALL SUMMARY: (PROBLEM + SOLUTION)			
71			
72			
73			
74 COULD THIS HAVE BEEN DONE IN MK/TB	24	5%	
75			
76 I. DID AGENT PERFORM AUTOMATED FUNCTIONS?	25	6%	
77 [INDICATE WHICH ONES]			
78 PAYMENT CENTER LOCATION	0	0%	
79 PAYMENT CENTER HOURS	0	0%	
80 PAYMENT MAILING ADDRESS	Ö	0%	
81 ACCOUNT INFORMATION	9	2%	
82 ESTABLISH ACCT USING PIN	0	0%	
	5		
83 PAYMENT ARRANGEMENTS	0		
84 ENTER DETAILS OF LAST PAYMENT	5	1%	
85 COPY OF BILL	1	0%	
86 ORDER PHONE DIRECTORY			
87 IDENTIFY ABC UNAUTH CALL	5 0	170	
88 IDENTIFY XYZ ETC. UNAUTH CALL	<u> </u>		
89	40	. 40/	
90 II. DID AGENT DO POTENTIALLY AUTO FUNCTIONS?	16	4%	
91 [INDICATE WHICH ONES]			
92 FIND TOLL CALL RANGE	8	0%	
93 REQUEST CALLING CARD		ļ	
94 GET VOICE MAIL ACCESS #	3	0%	
95 GET 3+2 DIGIT NUMBER ON BILL	2		
96 GET INFO ON RATES-BY MAIL OR SEE DIRECT	0		
97 GET ADDRESS FOR WRITING TO REFUTE BILL	0	0%	
V. 100 100 101 1			

A
99 100 III. DID AGENT DO NON-AUTOMATED FUNCTIONS? 220 49% 101 IINDICATE WHICH ONES
100 III. DID AGENT DO NON-AUTOMATED FUNCTIONS? 220 49% 101 IINDICATE WHICH ONES
101 IINDICATE WHICH ONES 102 PAYMENT ARRANGEMENTS 5 1% 103 NEW SERVICE- EXPLAINS 2 PARTS NEEDED 21 5% 104 NEW SERVICE- EXPLAINS 2 PARTS NEEDED 21 5% 104 NEW SERVICE FOLLOW UP (NOT DISCONNECT) 10 2% 105 CHECK ON STATUS OF PENDING ORDER 6 0% 106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 65 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE UNAUTHORIZED CALL FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-287-9933 COLLECTION CENTER 12 3% 128 800-287-9933 COLLECTION CENTER 10 2% 128 800-287-9933 COLLECTION CENTER 10 2% 128 800-280-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 807-525-2375 DSL 2 0% 128 807-525-2375 DSL 128 807-525-2375 DSL 2 0% 128 807-525-2375 DSL 2 0% 128 807-525-2375 DSL 2 0% 128 807-525-2375 DSL 128 807
102 PAYMENT ARRANGEMENTS 103 NEW SERVICE- EXPLAINS 2 PARTS NEEDED 21 5% 104 NEW SERVICE FOLLOW UP (NOT DISCONNECT) 10 2% 105 CHECK ON STATUS OF PENDING ORDER 6 0% 106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 65 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNILAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
103 NEW SERVICE- EXPLAINS 2 PARTS NEEDED 21 5% 104 NEW SERVICE FOLLOW UP (NOT DISCONNECT) 10 2% 105 CHECK ON STATUS OF PENDING ORDER 6 0% 106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 65 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 121 800-281-8584 MASTER KEY 0 0% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
104 NEW SERVICE FOLLOW UP (NOT DISCONNECT) 10 2% 105 CHECK ON STATUS OF PENDING ORDER 6 0% 106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 65 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-287-9933 COLLECTION CENTER 10 2% 124 TPV
105 CHECK ON STATUS OF PENDING ORDER 106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16
106 SALES (PKGS, SERVICES, LINES, JACKS, ETC) 65 15% 107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 121 800-281-8584 MASTER KEY 0 0% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0
107 SALES (REMOVE FEATURE- AGENT ASKS WHY) 16 4% 108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11
108 DISCONNECT (AND FORWARD CALLS) 9 2% 109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 <t< td=""></t<>
109 EXPLAIN BILL 25 6% 110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
110 REMOVE UNAUTHORIZED CALL FROM BILL 4 1% 111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOW/WHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-287-9933 COLLECTION CENTER 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127
1111 REMOVE OTHER CHARGES FROM BILL 2 0% 112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOWWHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
1112 CONFIRM TODAY'S REPAIR SCHEDULE 3 1% 113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOW/WHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
113 SCHEDULE A VISIT WIHT REPAIRMAN 8 2% 114 TELL HOW/WHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-287-9933 COLLECTION CENTER 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
114 TELL HOW/WHEN TO USE FEATURES THEY OWN 12 3% 115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
115 OTHER 34 8% 116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
116 WAS THIS CALL CODED ABOVE? 675 579 117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
117 DID AGENT SEE CALL AS MISDIRECTED? 81 18% 118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
118 DID AGENT TRANSFER THE CALL? 82 18% 119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
119 IV. IF TRANSFERRED, TO WHAT DESTINATION? 0 0% 120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
120 800-281-8584 MASTER KEY 0 0% 121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
121 800-275-2355 REPAIR 12 3% 122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
122 800-287-9933 COLLECTION CENTER 10 2% 123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
123 800-870-0000 SERVICE SOLUTIONS 0 0% 124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
124 TPV 1 0% 125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
125 888-243-9733 TOLL BILLING 9 2% 126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
126 800-246-2800 UNLAWFUL CALL SOL CTR 0 0% 127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
127 800-585-6127 INSTALLATION HOTLINE 11 2% 128 877-525-2375 DSL 2 0%
128 877-525-2375 DSL 2 0%
14001000 407 0077 IDLIONICO OFFICEI
120 000 121 0071 00011200 071 100
130 DMC 1 0%
131 NEW SERVICE FOLLOWUP 1 0%
132 DISCONNECT 1 0%
133 TELL HOW TO USE FEATURES 1 0%
134 WELCOME CENTER 10 2%
135 BUS!NESS ACCOUNTS 2 0%
136 ISP CALL/VERIZON ONLINE 2 0%
137 WIRELESS 3 1%
138 DIFFERENT CARRIER 2 . 0%
139 SUPERVISOR 0 0%
140 OTHER 3 1%
141 TRANSER TO SPANISH AGENT 6 1%
142 WAS TRANSER WARM (AGENT STAYED)? 34 8%
143 DURATION WITH SECOND AGENT? 663 0.292715232
144 FURTHER TRANSFERS? 14 3%
111101111111111111111111111111111111111
145 [IF YES] 146 TOTAL NUMBER OF AGENTS INVOLVED 205 9%

	20/43	ТСТ	D	T E
147	Α	 	<u> </u>	
	EXPLAIN:	-		
149		1		
	TOPIC SUMMARY	-		
	PAYMENT ARRANGEMENT	10		
	NEW SERVICE	21		
	ORDER FOLLOW-UP	16		
	SALES-ADD	65		
	SALES-REMOVE	16		
	DISCONNECT	9		
	PHONE DIRECTORY	1 1		
	IUNAUTHORIZED CALLS	9		
	BALANCE/COPY	14		
	OTHER	89		
	REPAIR	11	· · · · · · · · · · · · · · · · · · ·	
	SPANISH	6		
	REROUTE		· · · ·	
164		267		
165				
166				
167				
168				
169				
170				
171				
172				
173				
	ROUTING SUMMARY			
	1 OR 4-3-1 PAY ARRANGMENTS (MASTER KEY)			
176	2-1 ORDER NEW SERVICE (WELCOME CENTER)			
177	2-2 NEW SERVICE-FOLLOW-UP			
	3-1 ADD/ADD			<u> </u>
1	3-2 ADD/REMOVE			
	3-3 DISCONNECT			
181	4-1 BILLING/PHONE DIRECTORY	_		
182	4-2 BILLING/UNAUTHORIZED CALLS			
	4-3-2 BALANCE/COPY/LOCATIONS/LAST PAYMENT			
	4-3-3 OTHER	_		
185	5 REPAIR (REPAIR CENTER)			
	1-2 (SPANISH)	_		
187	ROTARY (INITIAL TIMEOUT)			
	INVALID, TIMEOUT, OR "0" ONCE IN IVR	_		
189	OTHER (UNKNOWN)			

DATA	CONCLUSION
1. CUSTOMER ROUTES SELF IN IVR TO WRONG AGENT 2. AGENT TRANSFERS CUSTOMER IN RESPONSE TO CUSTOMER NEED.	MISROUTING (2 OR MORE AGENTS INVOLVED INSTEAD OF 1)
1. CUSTOMER ROUTES SELF IN IVR TO WRONG AGENT	MISROUTING (WRONG AGENT INVOLVED)
2. AGENT PERFORMS FUNCTION ANYWAY.	
1. AGENT PERFORMS FUNCTION. 2. FUNCTION IS AVAILABLE IN IVR.	UNDERUTILIZATION OF IVR FUNCTIONALITY.
1. AGENT PERFORMS FUNCTION 2. FUNCTION NOT CURRENTLY AVAILABLE IN IVR. 3. FUNCTION COULD POTENTIALLY BE ADDED	IVR MISSING CRUCIAL FUNCTIONALITY
1. CUSTOMERS OPTING OUT OF IVR AT FEW POPULAR POINTS. 2. IVR DOES NOT PROMPT FOR ID AT THE POINT.	MISSED OPPORTUNITY FOR AUTOMATED CUSTOMER DATA INPUT
1. AGENT STAYS ON THE LINE DURING TRANSER 2. POLICY DOES NOT ADVOCATE A "WARM TRANSFER"	POSSIBLE POLICY VIOLATION (REGARDING WARM TRANSFERS)
1. AGENT STAYS ON THE LINE DURING TRANSFER 2. TIME ON HOLD WITH CUSTOMER SUGGESTS AGENT NOT USING SPECIAL QUEUE FOR TRANSFER	POSSIBLE POLICY VIOLATION (REGARDING USE OF FAST QUEUE FOR AGENT TRANSFERS)
1. # CUSTOMERS REMAINING SILENT IN IVR 2. PERCENTAGE OF ROTARY USERS KNOWN 3. IF 1 SUBSTANTIALLY EXCEEDS 2	CUSTOMERS REFUSING TO PLAY THE GAME
1. # COSTUMERS COOPERATING IN IVR 2. # CUSTOMERS GETTING READOUT BEFORE ABANDONING IF 1 SUBSTANTIALLY EXCEEDS 2	CUSTOMERS RECEIVING NO BENEFIT FROM IVR THOUGH WILLING TO TRY
1. # CALLS 2. # CALLERS COMPLETING AT LEAST 1 FUNCTIONS IN IVR (INCLUDING GETTING READOUT) AND NOT GOING TO AGENT IF 1 SUBSTANTIALLY EXCEEDS 2	LOW "COMPLETE-SELF-SERVE" RATE

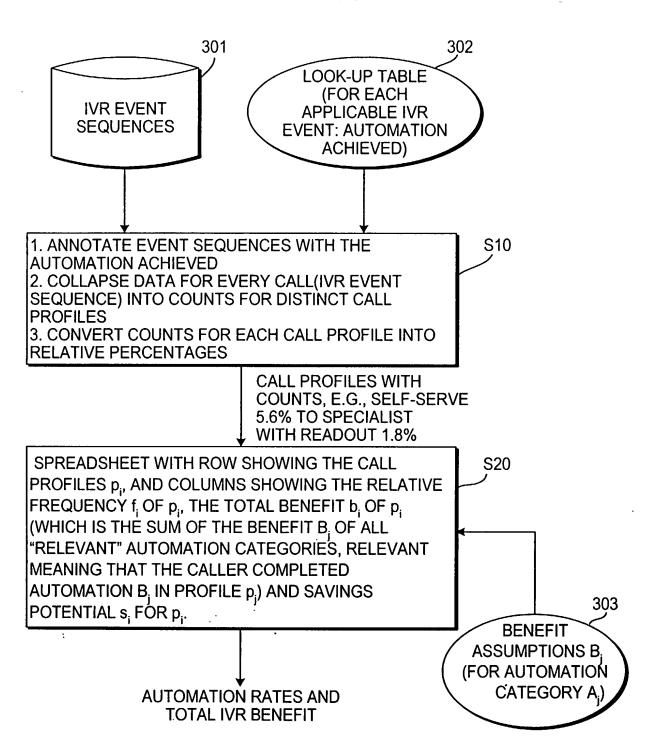


FIG. 7

01-4006; Patrick Peterson et al. 11777355 030402
APPARATUS AND METHOD FOR LOGGING EVENTS
THAT OCCUR WHEN INTERACTING WITH AN
AUTOMATED CALL CENTER SYSTEM
Express Mail No. EL029404315US

28/43

CALL PROFILE (P _i)	TRAFFIC (fi)	(fi)	AUTOMATION (Bji)	N (Bji)		BENEFIT (AGENT SECS)	SENT SECS)
	CALLS	% CALLS	ACCOUNT #	ROUTING	CALLS % CALLS ACCOUNT # ROUTING INFO DELIVERY	ONE CALL	AVERAGE
FULLY-AUTOMATED CALLS	72	2.0%	A	œ	_	105	2.1
TRANSFERS TO SPECIALIST AFTER INFORMATION READOUT	-	%0:0	٧	A.	1	105	0.0
TRANSFERS TO FLOOR AFTER INFO READOUT	. 38	1.0%	. A		_	55	9.0
TRANSFERS TO SPECIALIST W/ ID	849	23.4%		~		40	9.3
TRANSFERS TO FLOOR W/ ID	1008	27.7%	A			15	4.2
TRANSFERS TO FLOOR W/O ID	591	16.3%					
MISROUTED TO SPECIALIST W/ ID	389	10.7%	Y	ά		-25	-2.7
MISROUTED TO SPECIALIST W/O ID	ဖ	0.2%		ά		-40	-0.1
ABANDONS	681	18.7%					
TOTAL	3636	100.0%	41.5%	14.5%	3.1%		13.4

F/G. 8

		_
ROUTING ("R")	40	
INFORMATION DELIVERY	40	
CALLER IDENTIFICATION ("A")	15	
AUTOMATION CATEGORY	ASSUMED BENEFIT [AGENT SECS]	

F/G. 9

AUTOMATABLE TRANSACTIONS	#OCCURRENCES	TIME SPENT	FREQUENCY	SAVINGS POTENTIAL	AUTOMATION CATEGORY	
ACCOUNT_BALANCE	88	27.31	21.5%	5.9	_	
NEW_PAYMENT_ARRANGEMENT	56	20.94	13.7%	2.9	-	
CURRENT_PAYMENT_ARRANGEMENT	6	22.08	2.2%	0.5	_	E×
ZIP_CODE	2	9.48	0.5%	0.0	∢	cpres
PAYMENT_LOCATION	. 18	21.3	4.4%	0.0	_	SS IVI
BALANCED_PAYMENT_PLAN_AMOUNT ·	9	21.8	1.5%	0.3	_	all IV
RULES_12_AND_22	-	13.5	2.7%	0.4	_	
NEW_APPOINTMENT_DATE_TIME	84	14.51	20.5%	3.0	4	:LUZ :0/4:
IS_GAS_APPLIANCE	3	24.75	%2'0	0.2	∢	
IS_NOT_GAS_APPLIANCE	က	9.22	%2'0	0.1	A	431:
NEW_APPOINTMENT_CONFIRMATION_TELEP	82	18.26	20.0%	3.7	A	505
NEW_APPOINTMENT_LOCATION	99	15.19	16.1%	2.5	٧	
NEW_APPOINTMENT_DOG	25	11.72	13.9%	1.6	A	
NEW_APPOINTMENT_MULTI_OR_SINGLE		0	%0:0	0.0	۷	
NEW_APPOINTMENT_ADULT_PRESENT	5	5.29	1.2%	0.1	A	
APPOINTMENT_DETAILS_CONFIRMATION	13	36.14	3.2%	7		
TOTAL NUMBER OF ANNOTATED CALLS	409			23.1		
%HANDLED BY AGENT 72%		WEIGHTE	WEIGHTED OPPORTUNITY: 16.6	7: 16.6		•

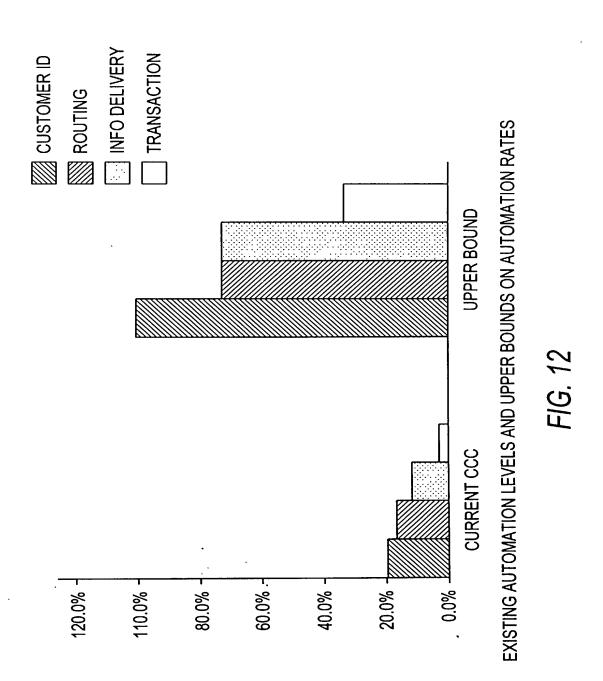
6

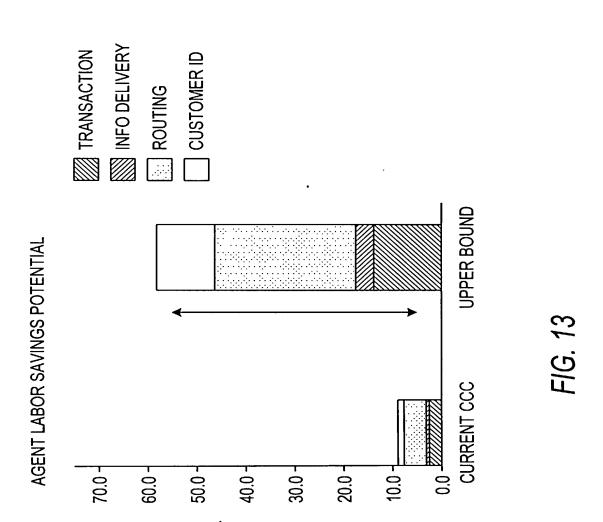
31/43

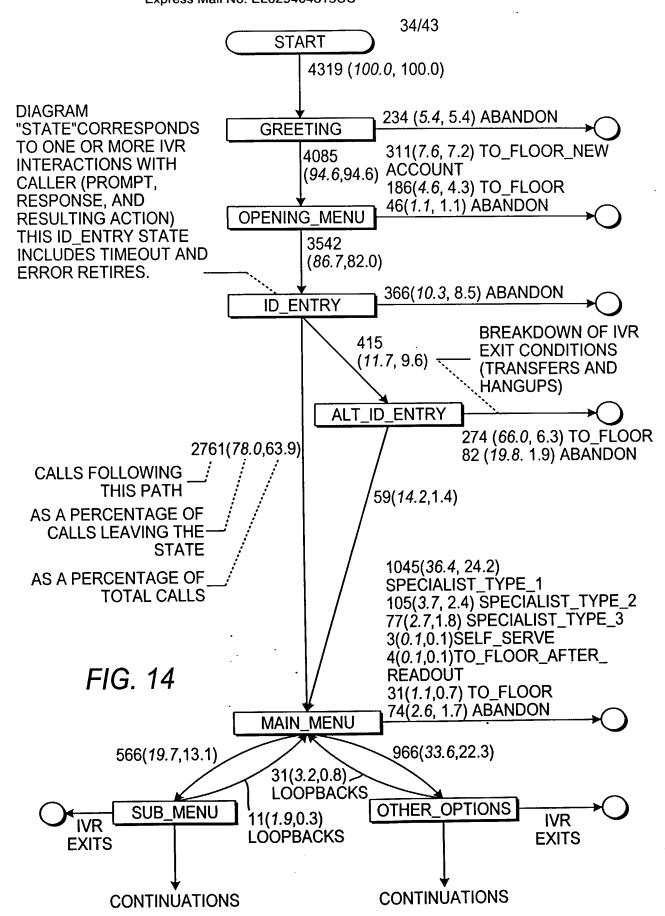
			AUTOMATION	AUTOMATION CATEGORIES	
CUSTOMER CONTACT TYPE	% CALLS	CUSTOMER ID	ROUTING	INFO DELIVERY TRANSACTION	TRANSACTION
CUSTOMER SERVICE	8.7%	×			
BALANCE BILLING	36.7%	: ×	×	>	
PAYMENT ARRANGEMENTS	13.0%	×	< ×	< >	>
PAYMENT OPTIONS	4.0%	×	< ×	< >	~
TURN ON	3.0%		<	<	
RATES	1.3%		>	>	
STOP SERVICE	3.5%	×	<	<	
SERVICE	11.5%	×			
APPOINTMENT	16.5%	×	×	>	>
EMERGENCY	1.8%	×		<	<
TOTAL/UPPER BOUNDS	100.0%	95.7%	71.5%	71.5%	29.5%

HOW TO TRANSFORM UPPER BOUNDS ON AUTOMATION TO AGENT TIME SAVING OPPORTUNITIES: <u>6</u> 49 .575 $95.7\% \times 15 = 14.355$ 5 14.355 58.33 BENEFIT ASSUMPTION [AGENT SECS PER CALL] BENEFIT [AGENT SECS] TOTAL OPPORTUNITY

-1G. 11







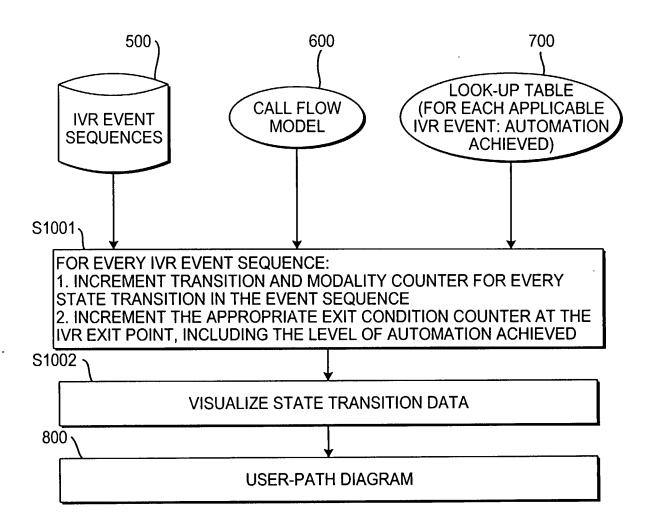
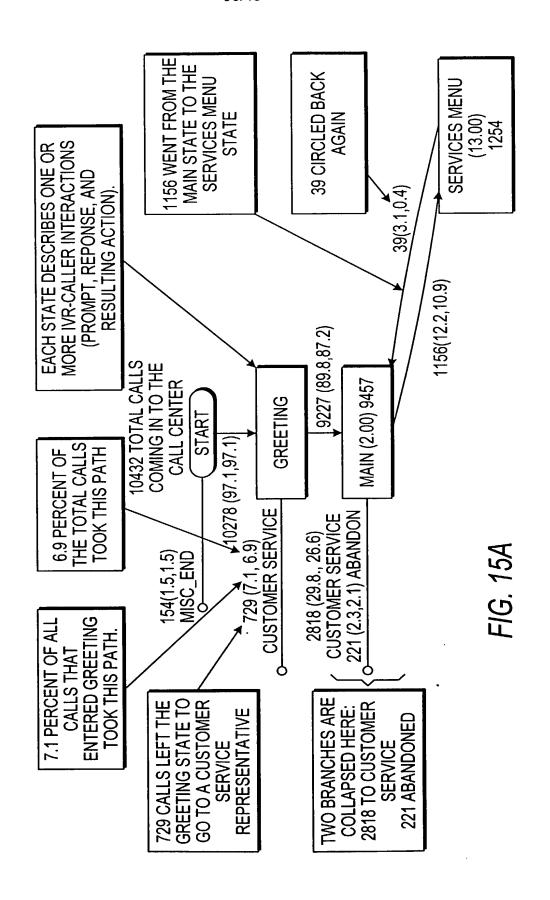


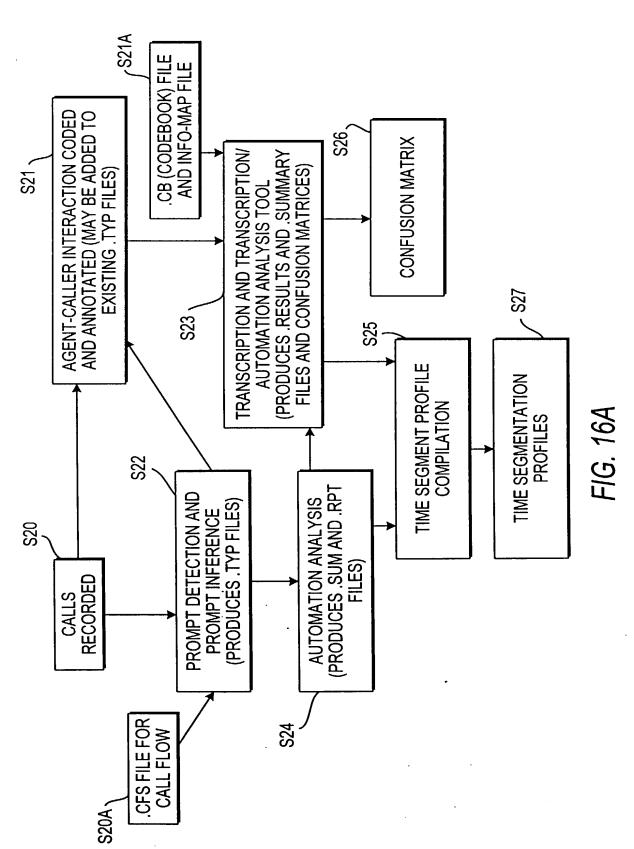
FIG. 15



37/43

	TRUE CA	TRUE CALL TYPE (FROM AGENT INTERACTION)	1 AGENT INTERA	(NOILON)		
CALLER'S TT MENU CHOICE	SPECIAL TY,	SPECIAL TY 2	SPECIAL TY 3	£00p	ROUTUGE ROUTUGE	ROUTING ROUTED IV
SPECIALTY 1 SPECIALTY 2	33	0 24	90 0	90 0	65 24	51%
SPECIALTY 3 FLOOR	22	10	26	0 150	10 208	80% 72%
CALLS BY TRUE TOPIC TOPIC VOLUME	55 18%	36 12%	50 16%	166 54%	307	
CORRECTLY IDENTIFIED	%09	%19	16%	% 06	70% OVERALL ACCURACY	ALL RACY
			DIAGONA	DIAGONAL = CORRECTLY ROUTED OTHERS = MISROUTED	Y ROUTED	
		FIG 16	"			

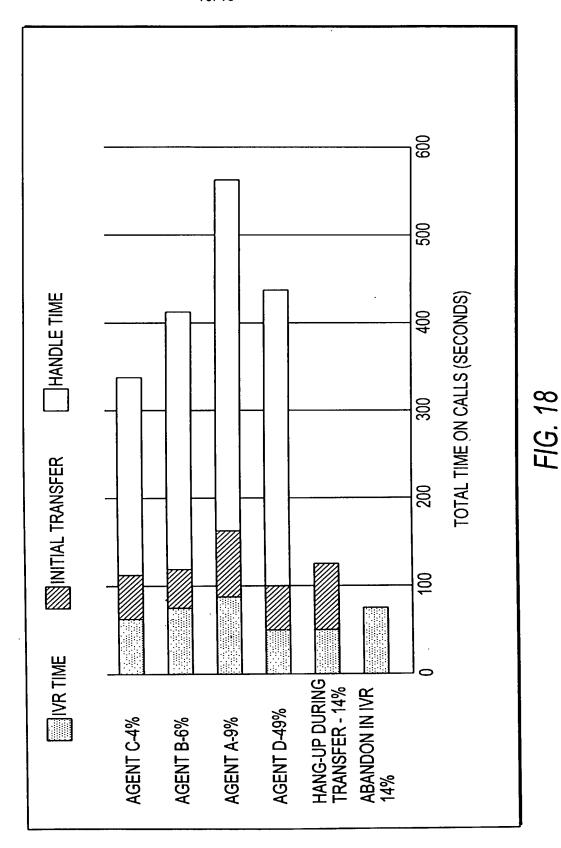
F/G. 16



2	0	11	
٠.٦	м	14	٠.

								,										39	/43	_																
Ŧ	FIRST TOPIC	STRT	PAY-CHG	PAY-MAK	PAY-MAK	ECI	RSTR	ОТН	PAY-MAK	PAY-REV	PAY-MAK	CHNG	PAY-MAK	CHNG	PAY-MAK	PAY-MAK	PAY-MAK	ECI	STRT	BAL	PAY-MAK	PAY-MAK	PAY	ОТН	PAY-MAK	RSTR	RSTR	STRT	PAY-MAK	STRT	PAY-MAK	PAY-MAK	PAY-REV	PAY-MAK	BIL	PAY-MAK
9	FIRST AGENT FIRST AGENT FIRST																																			
ц.	FIRST AGENT							:																												
	IVR ROUTING DEST	TURNON	AYMENTX	AYMENTX	BALANCEBILLING	BALANCEBILLING	BALANCEBILLING	BALANCEBILLING	CUSTOMERSERVICE	CUSTOMERSERVICE	PAYMENTX	TURNON	PAYMENTX	TURNON	BALANCEBILLING	PAYMENTX	CUSTOMERSERVICE	BALANCEBILLING	TURNON	PAYMENTX	PAYMENTX	BALANCEBILLING	PAYMENTX	CUSTOMERSERVICE	CUSTOMERSERVICE	APPOINTMENT	CUSTOMERSERVICE	TURNON	CUSTOMERSERVICE	RATES	CUSTOMERSERVICE	PAYMENTX	AYMENTX	PAYMENTX	BALANCEBILLING	CUSTOMERSERVICE
D		CE RULES_12_AND_22_READOUT	CALLING FROM SERVICE_LOCATION, CONFIRM_ADDR PAYMENTX	AN CALLING FROM SERVICE LOCATION, TELEPHONE, CO PAYMENTX	P.AGT XFERFROMTELEPHONICALLING FROM SERVICE LOCATION, CONFIRM		8	CALLING FROM SERVICE LOCATION, TELEPHONE B			P-AGT_XFERFROMCONFIRMA CALLING FROM SERVICE_LOCATION, CONFIRM_ADDR P	_	CATION, CONFIRM_ADDR	_		CALLING_FROM_SERVICE_LOCATION,CONFIRM_ADDR P	1	CALLING_FROM_SERVICE_LOCATION, TELEPHONE, CO		SERVICE_LOCATION, TELEPHONE	DR		SERVICE_LOCATION, TELEPHONE, CO	כ	0		0	RULES_12_AND_22_READOUT		RULES_12_AND_22_READOUT)	CALLING_FROM_SERVICE_LOCATION, CONFIRM_ADDR P	CALLING_FROM_SERVICE_LOCATION,CONFIRM_ADDR	HON CALLING_FROM_SERVICE_LOCATION, TELEPHONE P	3)
0	IVR ROUTING	P-AGT STARTHOMESERVICE		P-AGT NEWPAYMENTARRAN	P-AGT XFERFROMTELEPHON	P-AGT CSRFROMBILLING	P-AGT CSRFROMBILLING	P.AGT DUPSTATEALURE	P-AGT CSRFROMMAIN	P-AGT CSRFROMMAIN	P-AGT XFERFROMCONFIRMA	P-AGENT START COMM	P-AGT NEWPAYMENTARRAN	P-AGT STARTCLEANANDSHO RULES 12 AND22 READOUT	P-AGT CSRFROMBILLING	P-AGT_CSRFROMNEWPAY	P-AGT_CSRFROMMAIN	P-AGT_CSRFROMDUPLICATE	P-AGT_STARTGASHOME	17	P-AGT NEWPAYMENTARRAN	P-AGT XFERFROMTELEPHON	P-AGT_XFERFROMCONFIRMA	P-AGT CSRFROMMAIN	P-AGT CSRFROMMAIN	P-AGENT-ID-MAKE-APPOINTM	P-AGT_CSRFROMMAIN	P-AGT STARTHOMESERVICE		P-AGEND-MAIL ELEC R	P-AGT CSRFROMMAIN	P-AGT REFUSEDNEWPAY M	P-AGT INCORRECTNOCURRE		P-AGT_CSRFROMBILLING	
В	IVR EXIT	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPI ETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE	INCOMPLETE
A	1 FILENAME	2 /DAM/TRANS/	1	1	1	十	1	WANTEDANS!	1	16	11 MAMTRANS	12 /DAM/TRANS/	13 MAMTRANS	14 IDAM/TRANS/	T	1	1	1	19 MAMTRANS/	20 IDAM/TRANS/	П	1	23 /D4M/TRANS/	24 /D4M/TRANS/	25 /D4M/TRANS/	26 /DAM/TRANS/	27 IDAM/TRANS/	28 /DAM/TRANS/	29 /DAM/TRANS/	30 /DAM/TRANS/	31 /DAM/TRANS/	32 /DAM/TRANS/	33 /D4M/TRANS/	34 /DAM/TRANS/	35 /D4M/TRANS/	36 /D4M/TRANS/

F/G. 1.



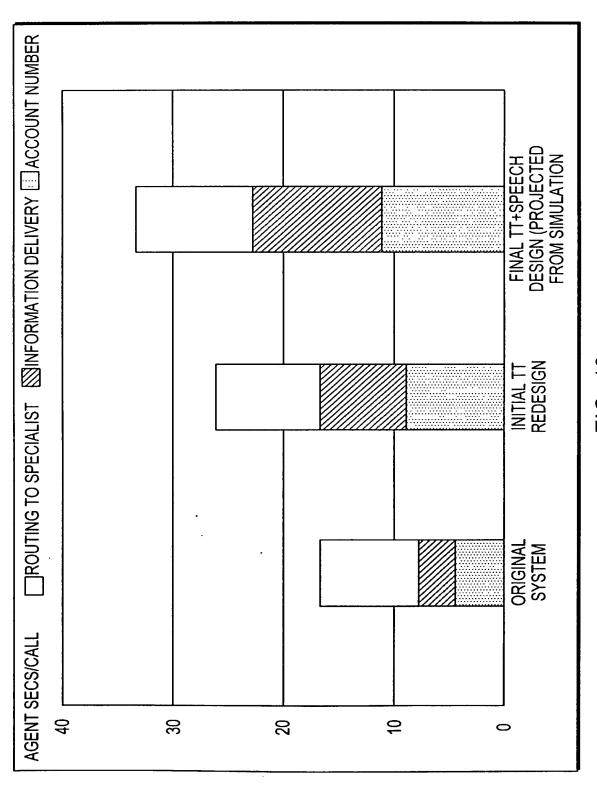


FIG. 19

